

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the Patent Application of

Eric Owhadi et al.

Application No. 10/652,892

Filed: August 29, 2003

For: Technical Support Systems and Methods
for Use in Providing Technical Support

Group Art Unit: 2179

Examiner: Tran, Tuyetlien T.

Confirmation No.: 9562

AMENDMENT

Commissioner for Patents
Mail Stop Amendment
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Commissioner:

In response to the non-final Official Action mailed on December 10, 2010, please consider the following.

A Listing of Claims begins on Page 2 of this response.

Remarks begin on Page 7 of this response.